

CALFRESH (CF) PROGRAM **REQUEST FOR POLICY/REGULATION INTERPRETATION**

INSTRUCTIONS: Complete items 1 - 10 on the form. Use a separate form for each policy interpretation request. If additional space is needed, please use the second page. Be sure to identify the additional discussion with the appropriate number and heading. Retain a copy of the CF 24 for your records.

- Questions from counties, including county Quality Control, must be submitted by the county CalFresh Coordinator and may be submitted directly to the CalFresh Policy analyst assigned responsibility for the county, with a copy directed to the appropriate CalFresh Policy unit manager.
- Questions from Administrative Law Judges may be submitted directly to the CalFresh Policy analyst assigned responsibility to the county where the hearing took place, with a copy of the form directed to the appropriate CalFresh Bureau unit manager.

1. RESPONSE NEEDED DUE TO: <input checked="" type="checkbox"/> Policy/Regulation Interpretation <input type="checkbox"/> QC <input type="checkbox"/> Fair Hearing <input type="checkbox"/> Other:	5. DATE OF REQUEST: 8/21/14	NEED RESPONSE BY: ASAP
2. REQUESTOR NAME:	6. COUNTY/ORGANIZATION: Humboldt/Social Services DHHS	
3. PHONE NO.:	7. SUBJECT: CalFresh Expedite E-Apps	
4. REGULATION CITE(S): 63-301.5	8. REFERENCES: (Include ACL/ACIN, court cases, etc. in references) NOTE: All requests must have a regulation cite(s) and/or a reference(s). ACL12-74E	

9. QUESTION: (INCLUDE SCENARIO IF NEEDED FOR CLARITY):

An application for CalFresh is received through C4Yourself and the application is screened and determined eligible for expedite services. We contact the customer at the phone number that they provided and either verbally inform them of their appointment time or if there is a voice mail leave them a message with date and time of their appointment that is within the next three days to meet expedite. An appointment letter is also sent.

Often we are unable to leave a voice mail or reach the client by phone (disconnect phone numbers, voice mail full, etc). In these situations can we deny expedite as the client is not available? Or should we send an appointment letter for an appointment within three days knowing the letter will not reach the client in time?

10. REQUESTOR'S PROPOSED ANSWER:

If we attempt to contact the client by phone and are unable to leave a voice mail we can deny the expedite processing of the application and continue to process under regular time frame guidelines because the regulations do not specify the method that we are to attempt to contact the client by.

11. STATE POLICY RESPONSE (CFPB USE ONLY):

To answer the first question, households cannot be denied for expedited service (ES), the household is either entitled or not entitled for ES based on the ES criteria. All applicants are screened for ES. If the CWD is unable to contact the household entitled for ES, by telephone or is unable to leave a voicemail, the CWD should send an appointment letter. If the household misses their scheduled appointment, the CWD must send a NOMI reminding the household to contact the county to reschedule a second interview appointment. If the household responds to the NOMI, they are still entitled for expedited service processing unless the household's circumstances change and they no longer meet the ES criteria. Households shall only lose entitlement to expedited processing when the CWD determines the household does not meet the ES criteria listed in MPP 63-301.5.

FOR CDSS USE

DATE RECEIVED:	DATE RESPONDED TO COUNTY/ALJ: 9/02/2014 (TM)
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